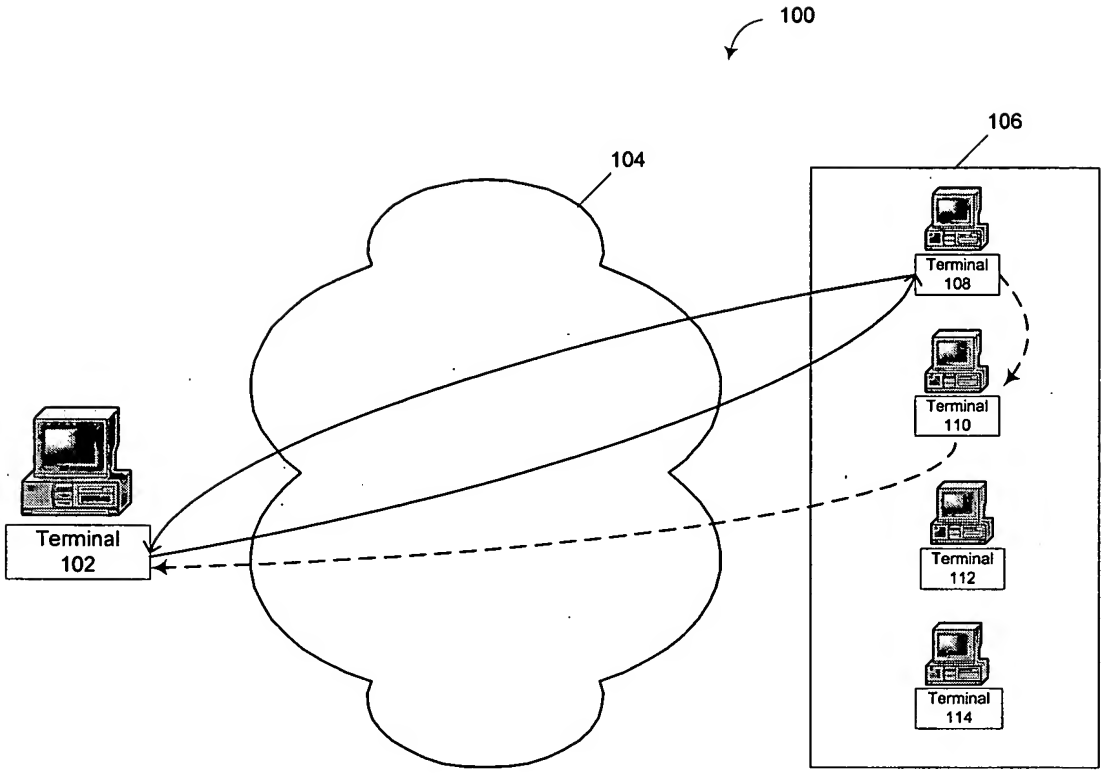
100
106
104
Terminal 108
Terminal 110
Terminal 112
Terminal 114
Terminal 102

FIG. 1

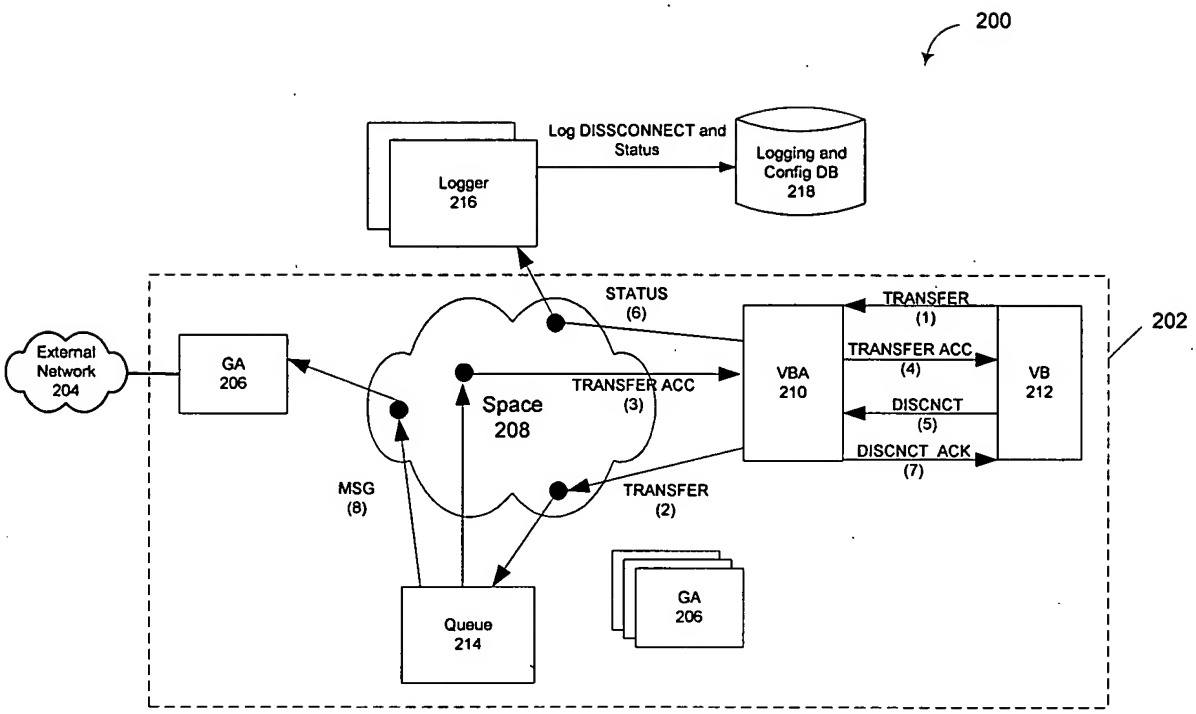
200
Log DISSCONNECT and Status
Logger 216
Logging and Config DB 218
STATUS (6)
TRANSFER (1)
TRANSFER ACC (4)
DISCNCT (5)
DISCNCT ACK (7)
202
External Network 204
GA 206
TRANSFER ACC (3)
Space 208
VBA 210
VB 212
MSG (8)
TRANSFER (2)
Queue 214
GA 206

FIG. 2

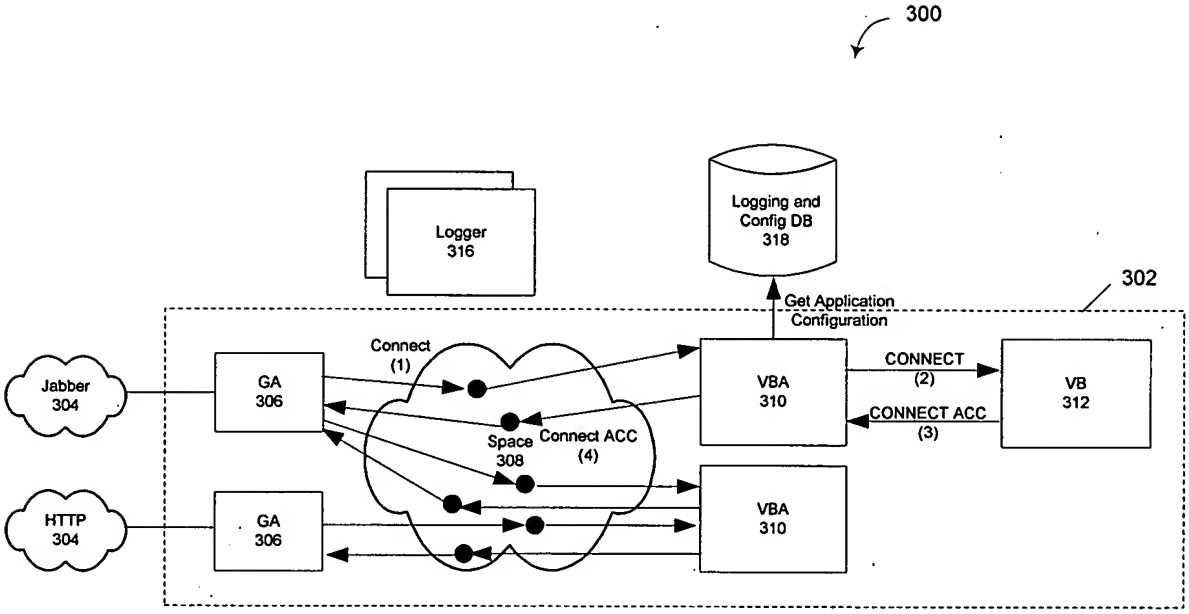
300
Logger
316
Logging and
Config DB
318
302
Get Application
Configuration
Jabber
304
GA
306
Connect
(1)
VBA
310
CONNECT
(2)
VB
312
CONNECT ACC
(3)
Space
308
Connect ACC
(4)
HTTP
304
GA
306
VBA
310

FIG. 3

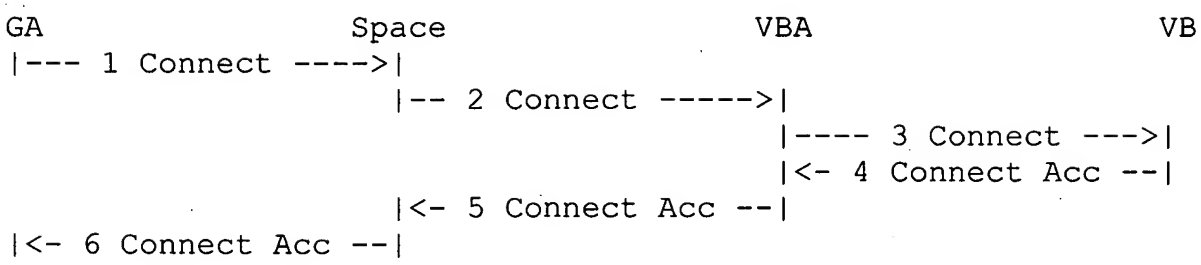
GA
Space
VBA
VB
1 Connect
2 Connect
3 Connect
4 Connect Acc
5 Connect Acc
6 Connect Acc

FIG. 4

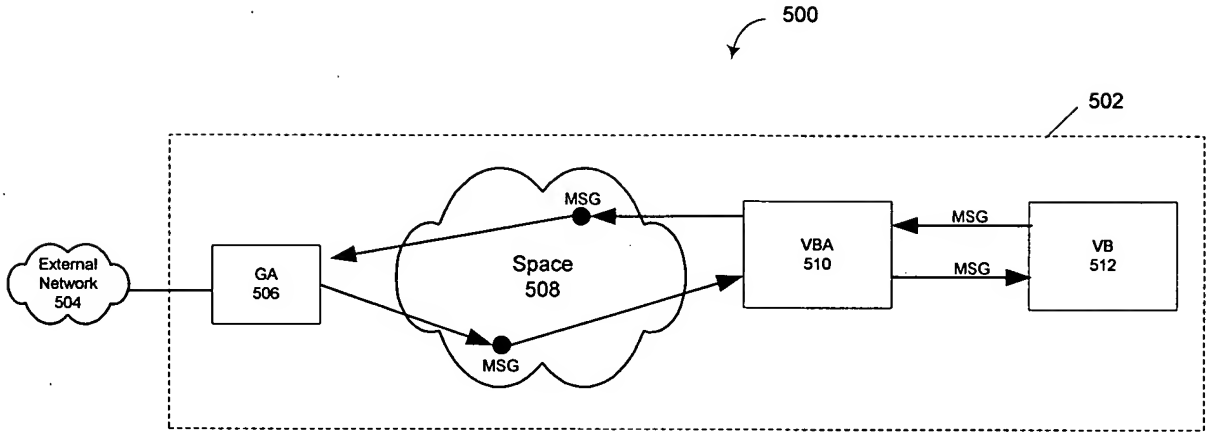
500
502
External Network 504
GA 506
Space 508
MSG
MSG
VBA 510
MSG
MSG
VB 512

FIG. 5

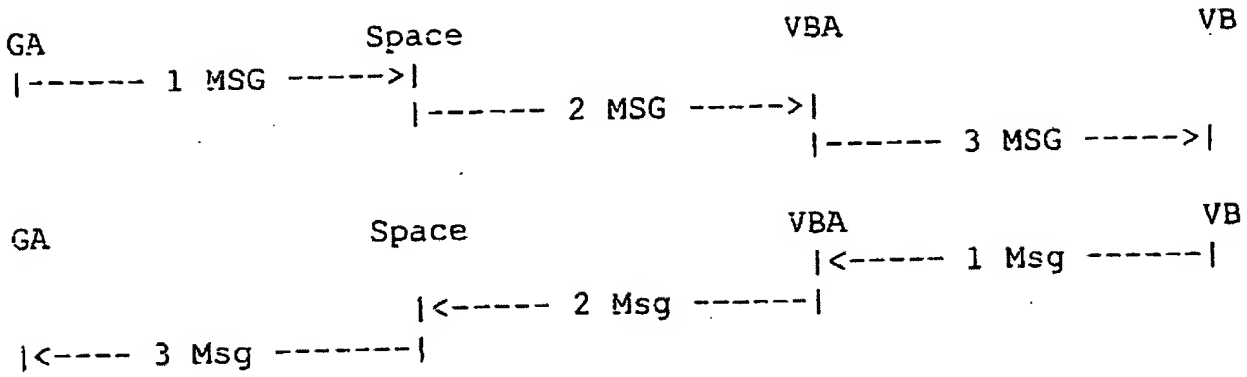

FIG. 6

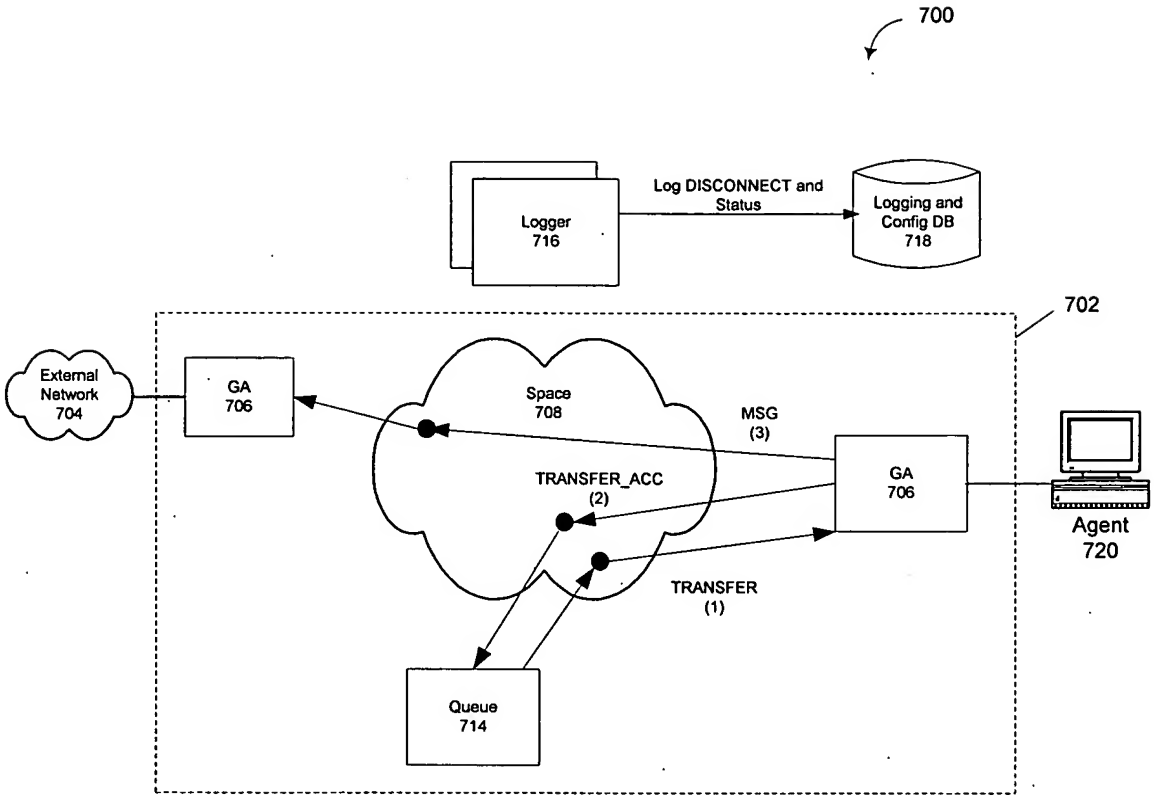
700
Logger
716
Log DISCONNECT and
Status
Logging and
Config DB
718
702
External
Network
704
GA
706
Space
708
MSG
(3)
TRANSFER_ACC
(2)
GA
706
Agent
720
TRANSFER
(1)
Queue
714

FIG. 7

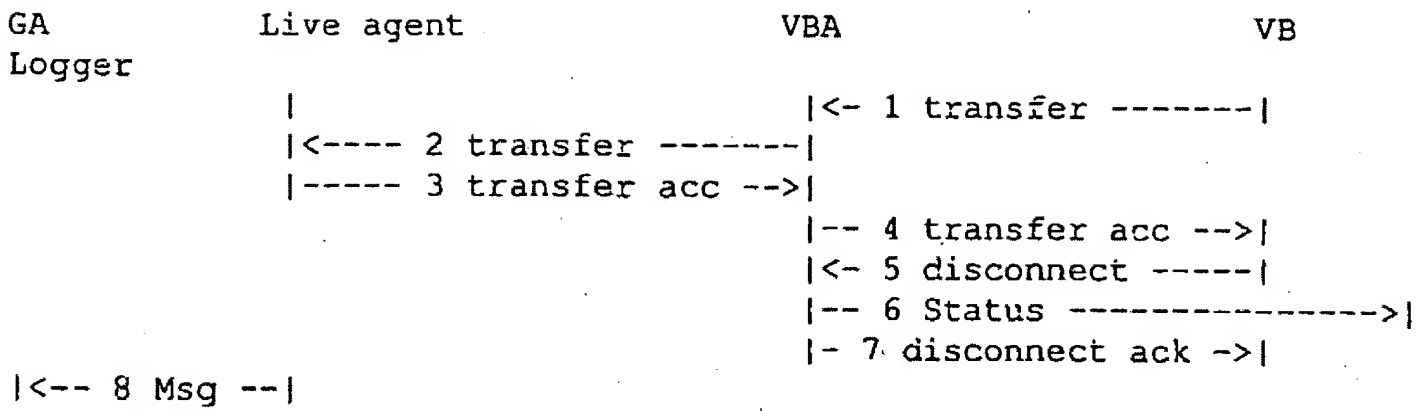
GA
Live agent
VBA
VB
Logger
1 transfer
2 transfer
3 transfer acc
4 transfer acc
5 disconnect
6 Status
7 disconnect ack
8 Msg

FIG. 8

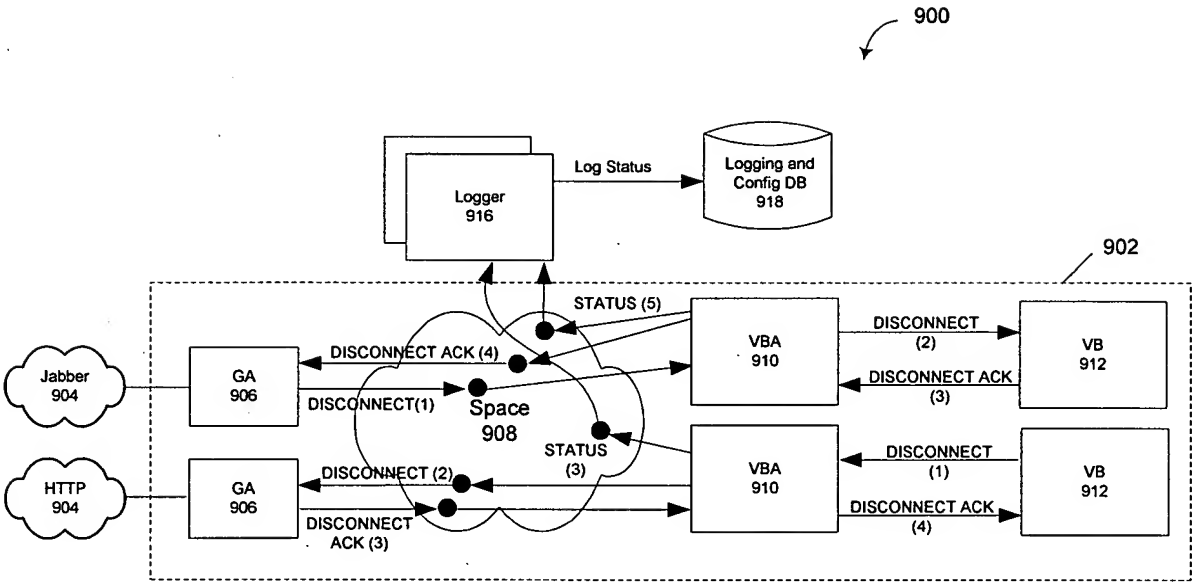
900
Logger
916
Log Status
Logging and
Config DB
918
902
STATUS (5)
VBA
910
DISCONNECT
(2)
VB
912
DISCONNECT ACK
(3)
Jabber
904
GA
906
DISCONNECT ACK (4)
DISCONNECT(1)
Space
908
STATUS
(3)
HTTP
904
GA
906
DISCONNECT (2)
DISCONNECT
ACK (3)
VBA
910
DISCONNECT
(1)
VB
912
DISCONNECT ACK
(4)

FIG. 9

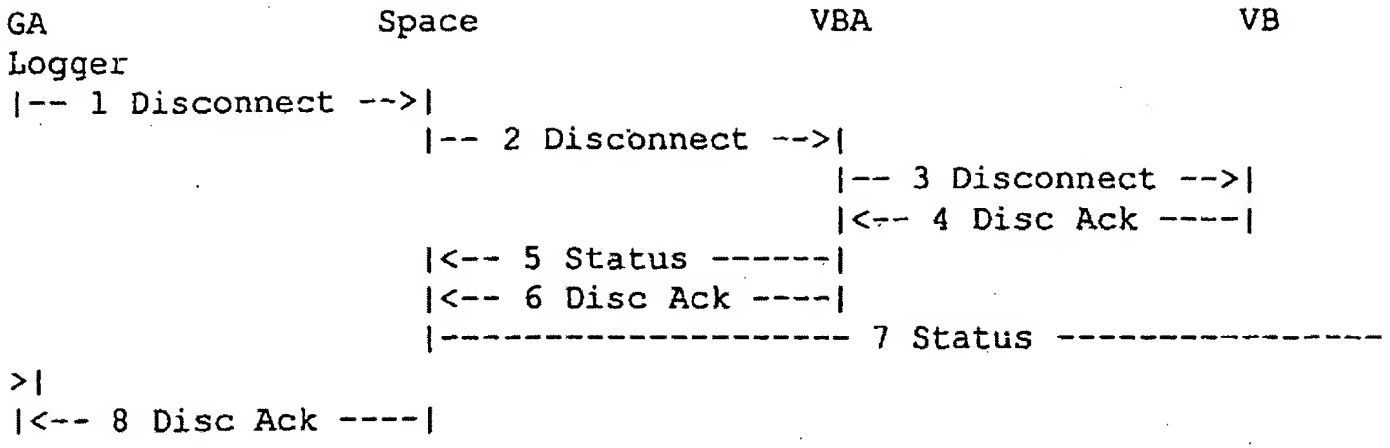
GA
Space
VBA
VB
Logger
1 Disconnect
2 Disconnect
3 Disconnect
4 Disc Ack
5 Status
6 Disc Ack
7 Status
8 Disc Ack

FIG. 10

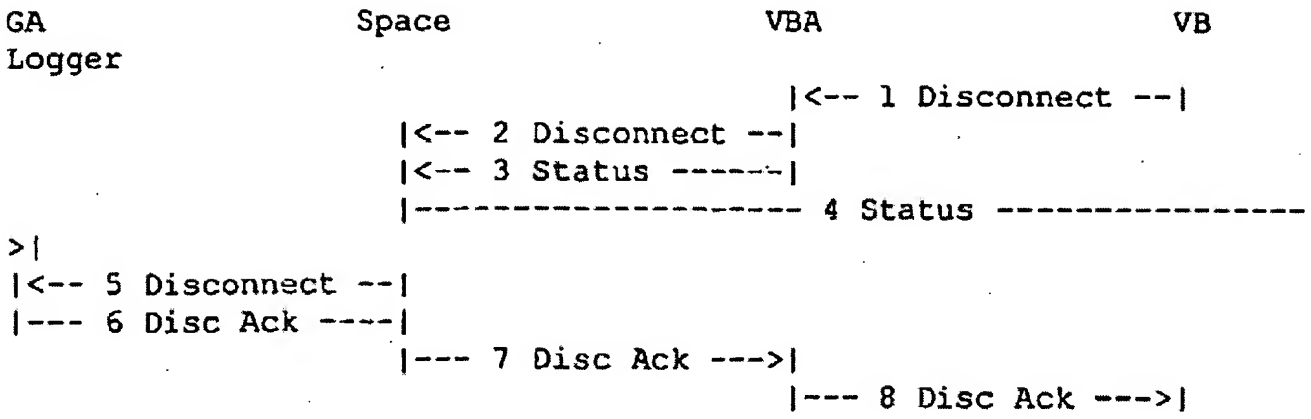
GA
Space
VBA
VB
Logger
1 Disconnect
2 Disconnect
3 Status
4 Status
5 Disconnect
6 Disc Ack
7 Disc Ack
8 Disc Ack

FIG. 11

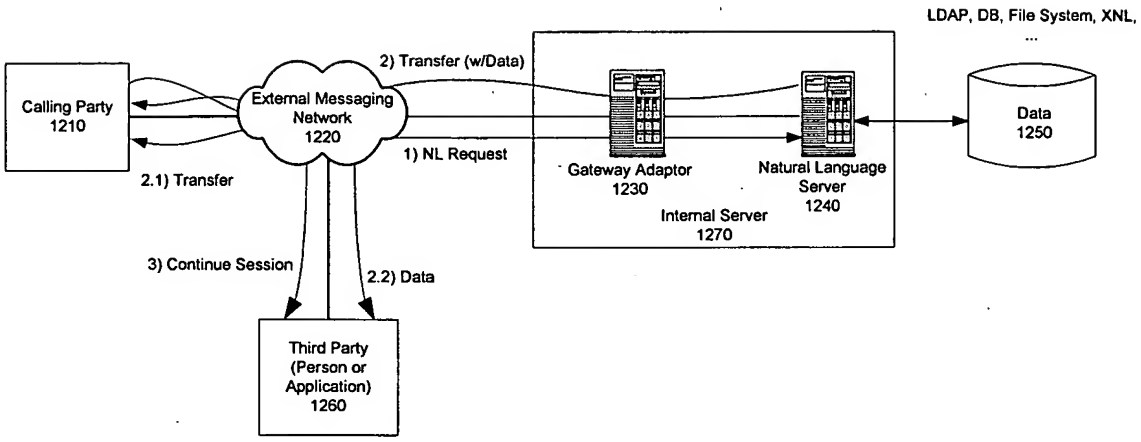
LDAP, DB, File System, XNL, ...
Calling Party 1210
External Messaging Network 1220
2) Transfer (w/Data)
1) NL Request
2.1) Transfer
3) Continue Session
2.2) Data
Gateway Adaptor 1230
Natural Language Server 1240
Internal Server 1270
Data 1250
Third Party (Person or Application) 1260

FIG. 12

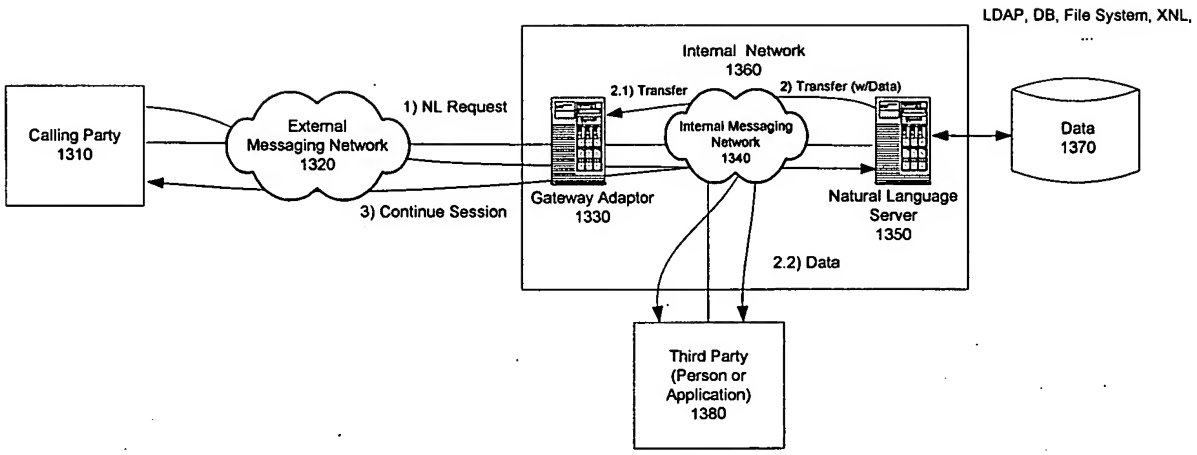
LDAP, DB, File System, XNL, ...
Internal Network
1360
Calling Party
1310
External
Messaging Network
1320
1) NL Request
3) Continue Session
2.1) Transfer
2) Transfer (w/Data)
Internal Messaging
Network
1340
Gateway Adaptor
1330
Natural Language
Server
1350
Data
1370
2.2) Data
Third Party
(Person or
Application)
1380

FIG. 13

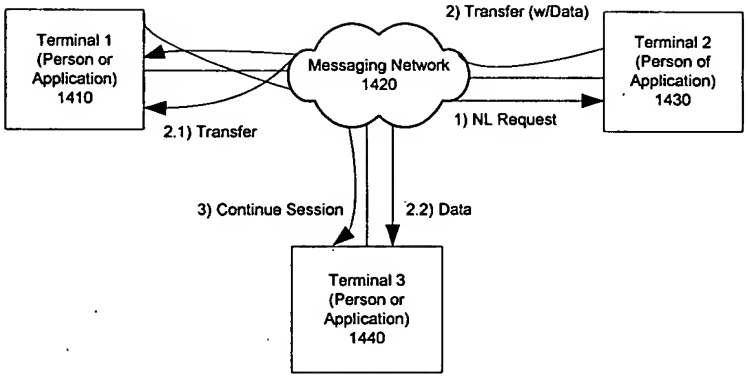
Terminal 1
(Person or
Application)
1410
Messaging Network
1420
Terminal 2
(Person of
Application)
1430
2) Transfer (w/Data)
1) NL Request
2.1) Transfer
3) Continue Session
2.2) Data
Terminal 3
(Person or
Application)
1440

FIG. 14